



**CITY OF NOVI CITY COUNCIL
DECEMBER 9, 2019**

SUBJECT: Consideration of approval to award Janitorial Services contract to RNA Facilities Management, in the amount of \$136,970 for a one (1) year contract with the option of two (2) one-year renewals.

SUBMITTING DEPARTMENT: Integrated Solutions, Facilities Management

EXPENDITURE REQUIRED	\$129,170 101-265.00-814.200 \$ 7,800 101-301.00-920.301 \$136,970 Total
AMOUNT BUDGETED	\$130,000 101-265.00-814.200 \$ 8,000 101-301.00-920.301 \$138,000 Total
APPROPRIATION REQUIRED	\$0
LINE ITEM NUMBER	101-265.00-814.200, 101-301.00-920.301

BACKGROUND INFORMATION: The City of Novi contracts janitorial services for the Civic Center, Community Center, Police Department Headquarters, Firing Range, Department of Public Works, and Township Hall. The current contract was established in 2016 and consisted of a one year contract with (2) two one-year renewals.

A Request for Proposal (RFP) was posted on the Michigan Intergovernmental Trade Network (MITN) website, which sent email notices to 174 firms. A mandatory pre-bid meeting/site visit was held on September 17, 2019, which was attended by fourteen firms.

Civic Center	\$67,600
Police	\$47,320
DPW	\$12,600
Gun Range/Addition	\$7,800
Township Hall	<u>\$1,650</u>
Total	\$136,970

Seven proposals were received and reviewed. The contract is annual with two renewal options in one-year increments based on satisfactory performance. A

team consisting of members of Public Safety, PRCs, Facilities Management, and DPW served as the City's evaluation team. During the course of the evaluation, the team reviewed the supplemental questionnaire to the bid package, spoke with references, met with company representatives, and visited job sites. Our team believes RNA Facilities Management understands the project scope. This firm also has experience with other municipalities, including Washtenaw County, the City of Southfield, and the City of Ypsilanti.

RECOMMENDED ACTION: Approval to award Janitorial Services contract to RNA Facilities Management, in the amount of \$136,970 for a one (1) year contract with the option of two (2) one-year renewals.

City of Novi
Cumulative Group Total for RFP Janitorial Services
October 3, 2019 2:00 p.m.

	DM BUTT	Du-All	GRBS	IGC	RNA	Road Runnr	VHM
Evaluator 1	420	410	400	400	410	410	350
Evaluator 2	480	250	580	330	700	290	170
Evaluator 3	480	500	210	440	690	340	140
Evaluator 4	670	470	520	410	330	100	300
Evaluator 5	530	250	480	270	700	310	260
Evaluator 6	430	400	400	400	400	410	360
TOTAL	3010	2280	2590	2250	3230	1860	1580
RANK	2		3		1		



TECHNICAL
RESPONSE

Janitorial Services

2019

In Partnership With:





CITY OF NOVI
CONTRACTOR QUALIFICATIONS QUESTIONNAIRE
JANITORIAL SERVICES

Failure to answer all questions could result in rejection of your proposal.

Name of Firm RNA FACILITIES MANAGEMENT
Address: 717 W ELLSWORTH ROAD
City, State Zip ANN ARBOR, MI 48108
Telephone 734-260-3395 Fax 888-762-8541
24 Hour/7-Day Emergency Telephone Number 734-330-3841
Agent's Name (please print) Mike Farha
Agent's Title Chief Operating Officer
Email Address: farha@rnafacilitiesmanagement
Website rnafacilitiesmanagement.com

1. Organizational structure: Corporation, Partnership, etc. Corporation
2. Firm established: 1991 Years in business: 28 years
3. Has your firm filed for Chapter 7 or Chapter 11 within the last ten (10) years?
No Yes Reason: _____
4. Under what other or former names has your organization operated?
N/A
5. How many full time employees? 185 Part time? 395
6. Please describe your employee hiring and training procedures.
We believe that selection and recruitment is key to enhancing and maintaining the quality of custodial service expected at high traffic facilities such as yours. Proper training and retention of quality staff is priority. Each applicant will be interviewed with a series of questions designed to elicit behavioral responses revealing both their work ethic and previous experience. Please see technical response (pg 10/Training). Full training program available upon request.
7. Please describe your background check procedures and qualifications for employment.

RNA fully understands the importance of hiring qualified employees who possess integrity, honesty, dedication and a great work ethic. To achieve those goals, RNA conducts extensive background checks of an employment applicant's history, including criminal background checks, fingerprinting, mandatory drug testing, and a LiveScan criminal records check.

8. Please describe your background check procedures on current employees.
RNA conducts random (mandatory) drug testing, along with criminal background re-checks via LiveScan to confirm clean records remain.

9. Address of facility that will service this account. Include office and any equipment/storage locations.

717 W Ellsworth Road, Ann Arbor, MI 48108

10. Distance of this facility from Novi Civic Center. 30 min
11. Are you able to provide insurance coverage as required by this RFP? Yes
12. Provide information relative to the experience your company has had working with municipalities. Please provide the names of municipalities where service was provided, whether all available contract renewals were awarded, and if you are still continuing services for that agency. Include additional sheet, if necessary.

Please see references in technical response on pages 14-19. Thank you.

13. Provide information relative to the experience your company has had working with

Police Departments. Please provide the names of sites where service was provided.
Yes, we do have experience in servicing Police Departments for City of Ypsilanti,
Southfield, Ann Arbor, Birmingham and also Washtenaw County.

14. Provide information relative to the experience and financial capability of your company to carry out the terms of this contract.

RNA FM is well established with the financial stability necessary to continue
providing exemplary janitorial and facility management services. We hold a
\$5,000,000.00 line of credit. Please see pg 12 in our technical response.

Thank you.

15. Identify the number of employees in your firm who would be assigned to clean each facility during a scheduled cleaning shift for each of the facilities below. All shift supervisors/managers should be specially noted.

Location	Number of employees to be assigned to clean each building each night		Number of hours to be worked by each employee each night		Total number of "cleaning" hours each night	Are any of the cleaning people considered supervisors or managers? If so, how many?	Will there be any additional managers on site each night? If so, how many hours per night?
City Hall	2	X	2.5	=	5	1	Yes, 3 hrs (THROUGHOUT ALL BUILDINGS)
Community Center/ Atrium	2	X	4	=	8	1	Yes, 3 hrs (THROUGHOUT ALL BUILDINGS)
Police Department	2	X	3.5	=	7	1	Yes, 3 hrs (THROUGHOUT ALL BUILDINGS)
DPW	1	X	3.5	=	3.5	0	Yes, 3 hrs (THROUGHOUT ALL BUILDINGS)
Indoor Gun Range	1	X	1	=	1	0	Yes, 3 hrs (THROUGHOUT ALL BUILDINGS)
Township Hall	1	X	1	=	1	0	Yes, 3 hrs (THROUGHOUT ALL BUILDINGS)

Describe the assignment of managers here, if necessary, to clarify the table above:
RNA FM experienced managers clearly define expectations, demonstrate how to
succeed and hold individuals accountable. Instead of expecting areas to be clean,
management cleans alongside the staff at the start of our new contracts to demon-
strate exactly how it should be done. After expectations are set, we continue to help
employees succeed with our daily checklist, which also allows managers to hold
employees accountable for their work.

16. How many clients does your company currently serve with the type of services described? Provide a list.

RNA FM currently serves hundreds of clients, statewide. Please see also references
on pages 14-19 of our technical response.

17. Provide a list of equipment that will be on site and available for use by the crew performing the cleaning (including vacuums, scrubbers, buffers, etc). Provide an additional sheet if necessary.

Equipment to be kept on site _____
Please see equipment and tool pages 60-72 in our technical response.

Equipment available _____
All equipment for your sites will be provided. Please see equipment and tool
pages 60-72 in our technical response. RNA FM is available to further clarify
regarding appropriate equipment necessary to fulfill this contract at any time.

18. Based on your company resources, are you able to perform all janitorial expectations outlined in this contract within the timeframe allocated?

RNA FM is a single source provider of all aspects of Facilities Management,
specializing in Janitorial and Maintenance Services. We are fully capable
and have the staffing and experience to perform everything in the scope
of work provided, well within the timeframe expected.

19. Provide the company's method of approach or work plan to meet the City's needs for the scope of work specified, **including start-up timeline** and start-up procedures. Use an additional sheet if necessary.

Please review our Proposed Methods section provided in the technical portion of our response, on pages 21-24.

20. Provide a description of your company's philosophy relative to customer satisfaction (handling complaints, offering suggestions, etc) and the implementation of environmentally friendly cleaning solutions.

Please refer to pages 7-9 of our technical response for clarification on these items.

21. As part of your proposal, your company is requested to provide a Quality Assurance Plan. Please explain how similar plans offered through your company have been effective with other clients.

Please see page 4 of the submitted technical response for an explanation of how our shift supervisors take measures to assure Quality employee performance. Also see pages 27-32 for the RNA FM Quality Assurance Program.

22. **References:** Provide at least three (3) references for projects that are comparable in scope to this RFP. Several references from municipalities would be desirable.

Company Please refer to pages 14-19 in the technical portion for relative experience.

Address Please refer to pages 14-19 in the technical portion for relative experience.

Phone _____ Contact name _____

Scope of work _____

Contract dates _____

Company Please refer to pages 14-19 in the technical portion for relative experience.

Address _____

Phone _____ Contact name _____

Scope of work _____

Contract dates _____

Company Please refer to pages 14-19 in the technical portion for relative experience.

Address _____

Phone _____ Contact name _____

Scope of work _____

Contract dates _____

23. Claims & Suits: Does your firm have any litigation pending or outstanding against your organization or its officers? If yes, please provide details.

No Yes _____

24. Provide any additional information you would like to include which may not be included within this Questionnaire. You may attach additional sheets.

THE FOREGOING QUESTIONNAIRE IS A TRUE STATEMENT OF FACTS:

Signature of Authorized Company Representative: Mike Farha

Representative's Name (please print) Mike Farha, Chief Operating Officer

Date September 30, 2019

September 30, 2019

Sue Morianti, *Purchasing Manager*
City of Novi
45175 Ten Mile Road
Novi, MI 48375

Accountability - Our Key To Success

We at RNA Facilities Management would like to thank you for the opportunity to provide you with a proposal for efficient cleaning and sanitation of your facilities. As a Facilities Company for 28 years, we have the experience needed to manage the janitorial needs of your six City sites that you have come to expect.

RNA is a nationally based company who provides affordable, quality facility services and would relish the opportunity to expand our work to the City of Novi. As a medium sized company, we know we have the capability to clean your buildings, but we have the ability to do so at a much more affordable price. This difference sets us further apart from the competition and makes us a great fit for this bid.

During our 28 years we have covered a wide range of janitorial accounts including City and Government buildings, libraries, schools, health clinics and various other businesses. Since our inception in 1991, we have taken pride in providing superior services specifically tailored to meet the individual needs of our clients. We believe this is the primary reason for both our success and longevity.

At RNA we enter into more than just a contract with our clients, instead we look to integrate your philosophies into our own policies. As we continue to grow, we hope to grow in our partnership by continually providing quality cleaning that exceeds your expectations.

Thank you again for the opportunity to present our response. We look forward to working with you in the near future.

Sincerely,



Mike Farha, COO

CONTRACT FOR JANITORIAL SERVICES

THIS CONTRACT FOR SERVICES AND MATERIALS ("Contract"), shall be considered as made and entered into as of the date of the last signature ("Effective Date"), and is between the City of Novi, a Michigan municipal corporation, whose address is 45175 Ten Mile, Novi, Michigan 48375, (hereinafter referred to as "Client"), and RNA Facilities Management, whose address is 717 W. Ellsworth Rd., Ann Arbor, MI 48108, (hereinafter referred to as "Contractor").

THE CLIENT AND CONTRACTOR AGREE AS FOLLOWS:

Article I. Statement and Performance of Work.

For payment by the Client as provided under this Contract, Contractor shall provide the materials and perform the services described on and in Schedule A (the "Work"), which is attached hereto and made a part of this Contract by this reference, in a competent, accurate, efficient, timely, good, professional, thorough, complete and responsible manner, and in compliance with the terms and conditions set forth below.

Article II. Timing of Performance.

The initial contract period is one (1) year. Upon mutual consent of the Client and the Contractor, the contract may be renewed two (2) additional years in one (1) year increments.

Article III. Contract Price and Payment.

Subject to the terms and conditions of this Contract, the Client agrees to pay Contractor an amount services and materials as specifically set forth in the completed Proposal attached which is part of the attached Schedule A. Such payments are in exchange for and consideration of the timely and satisfactory performance and completion of the work required under and pursuant to this Contract. The Client agrees to pay Contractor amounts due within thirty (30) days of receipt of an itemized billing/invoice from Contractor detailing all materials provided and work performed in connection with the billing and the hours and charges applicable to each such item. Such itemized billings shall be submitted and shall be paid only upon satisfactory completion of the work itemized in the billing.

All costs and expenses incurred by Contractor under this Contract are deemed to be included in the amounts set forth in Schedule A. Contractor will obtain written approval of the Client prior to proceeding with any work that is not stated on Schedule A; otherwise, the Client will not be billed for such extra/additional work.

Payments shall be made upon verification of invoices received by the Client. All payments to Contractor shall be submitted by mail at Contractor's address first listed above, unless Contractor provides written notice of a change in the address to which such payments are to be sent.

Article IV: Termination.

- A. 1. For cause: In the event that either party shall breach the terms and conditions of this Contract, the aggrieved party may notify the other party, in writing via certified mail, of such breach and demand that the same be remedied within ten (10) days. If the defaulting party fails to remedy the breach as demanded, the aggrieved party shall then have the right to terminate by giving the defaulting party thirty (30) days written notice. In addition, if at any time a voluntary petition in bankruptcy shall be filed against either party and shall not be dismissed within thirty (30) days, or if either party shall take advantage of any insolvency law, or if a receiver or trustee of any of a party's property shall be appointed and such appointments shall not be vacated within thirty (30) days, the other party shall have the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate by giving thirty (30) days' notice in writing of such termination.
2. For convenience: The Client may terminate the agreement, in whole or in part, without showing cause upon giving thirty (30) days written notice to the Contractor. The Client shall pay all reasonable costs incurred by the Contractor up to the date of notice of termination. The Contractor will not be reimbursed for any anticipatory profits that have not been earned up to the date of notice of termination.
- B. In the event this Contract is terminated before completion, the Client shall not be responsible to make any further payments for work performed after the effective date of such termination, and shall pay Contractor for such materials as have been delivered and for such work as has been completed and is eligible for payment under the terms of this Contract through the date of such termination. In all events, the Client shall only be responsible to make the payments described in the preceding sentence if, at the Client's request, Contractor continues to fully perform its duties and obligations in full compliance with the terms of this Contract through the effective date of the termination.

Article V: Independent Contractor Relationship.

- A. In the performance of this Contract, the relationship of Contractor to the Client shall be that of an independent contractor and not that of an employee or agent of Client. Contractor is and shall perform under this Contract as an independent contractor, and no liability or responsibility with respect to benefits of any kind, including without limitation, medical benefits, worker's compensation, pension rights, or other rights or liabilities arising out of or related to a contract for hire or employer/employee relationship shall arise or accrue to either party as a result of the performance of this Contract.

Contractor, as an independent contractor, is not authorized to enter into or sign any agreements on behalf of the Client or to make any representations to third parties that are binding upon the Client.

- B. Contractor represents that it will dedicate sufficient resources and provide all necessary personnel required to perform the work described in Schedule A in

accordance with the terms and conditions of this Contract. Except as may be specifically stated and agreed to in Schedule A, Contractor shall perform all of the work under this Contract and no other person or entity shall be assigned or sub-contracted to perform the work, or any part thereof, unless approved by the Client in advance.

Article VI: Liability and Insurance.

- A. Contractor agrees to indemnify and hold harmless the Client, its elected and appointed officials and employees, from and against any and all claims, demands, suits, losses and settlements, including actual attorney fees incurred and all costs connected therewith, for any damages which may be asserted, claimed or recovered against the Client by reason of (i) personal injury, death and/or property damages which arises out of or is in any way connected or associated with the actions or inactions of Contractor in performing or failing to perform the work; or (ii) civil damages which arise out of any dispute between Contractor and its subcontractors, affiliates, employees or other private third parties in connection with this Contract. Contractor specifically agrees that it is Contractor's responsibility, and not the responsibility of the Client, to safeguard the property and materials used in performing this Contract. Contractor agrees to hold the City harmless from any loss of or damage to such property and materials used in connection with Contractor's performance of this Contract.

- B. Contractor shall provide evidence of adequate insurance coverage in the types and amounts set forth on Schedule A, which is attached hereto and incorporated herein by this reference. Such insurance shall be maintained at the specified level of coverage throughout the term of this Contract, including any extension of such term, and will cover all work, acts and omissions by and on behalf of Contractor in connection with this Contract, with the Client as named additional insureds, but with such coverage being primary and non-contributory as described in the attached Schedule A.

Article VII: Information.

It is expressly acknowledged and agreed that all reports, opinions, compilations, research work, studies, data, materials, artifacts, samples, documents, plans, drawings, specifications, correspondence, ledgers, permits, manuals, applications, contracts, accountings, schedules, maps, logs, invoices, billings, photographs, videotapes and all other materials generated by and/or coming into the possession of Contractor during the term of this Contract, and any extension thereof, that in any way relate to the performance of work by Contractor under this Contract or that are otherwise related or relevant to the work, belong exclusively to the Client and shall be promptly delivered to the Client upon the termination of this Contract or, at any time, upon the Client's request.

Article VIII: General Provisions.

- A. Entire Agreement. This instrument, together with the attached Schedules, contains the entire Contract between the Client and Contractor. No verbal agreement, conversation, or representation by or between any officer, agent, or employee of the parties hereto, either before or after the execution of this Contract, shall affect or modify any of the terms or obligations herein contained.
- B. Compliance with Laws. This Contract and all of Contractor's work and practices shall be subject to all applicable state, federal and local laws, ordinances, rules or regulations, including without limitation, those which apply because Client is a public governmental agency or body. Contractor represents that it is in compliance with all such laws and eligible and qualified to enter into this Contract.
- C. Governing Law. This Contract shall be governed by the laws of the State of Michigan.
- D. Assignment. Contractor shall not assign this Contract or any part thereof without the written consent of the Client. This Contract shall be binding on the parties, their successors, assigns and legal representatives.
- E. Third Parties. It is the intention of the parties hereto that this Agreement is not made for the benefit of any private third party. It is acknowledged that Client may receive a portion of the funding for the payments under this Contract from one or more private sources, and it is understood by Contractor that it is hired by Client to work exclusively for Client (and by extension for the Township should the work be accepted and implemented by the Township) and Contractor agrees that no private party or parties will be allowed to hold sway or influence, in any way, over Contractor's performance of the work.
- F. Notices. Written notices under this Contract shall be given to the parties at their addresses contained in this Contract by personal or registered mail delivery to the attention of the following persons:
- Client: City Manager Peter E. Auger and City Clerk Cortney Hanson
Contractor: Mike Farha, Chief Operating Officer
- G. Changes. Any changes in the provisions of this Contract must be in writing and signed by the Client and Contractor.
- H. Waivers. No waiver of any term or condition of this Contract shall be binding and effective unless in writing and signed by all parties, with any such waiver being limited to that circumstance only and not applicable to subsequent actions or events.
- I. Jurisdiction and Venue of Contract. This Contract shall be considered for all purposes, including the establishment of jurisdiction and venue in any court action between the parties, as having been entered into and consummated in the City of Novi, Oakland County, Michigan.

J. Conflict. In the event of any conflict or inconsistency between the above provisions of this Contract and either or both of the attached Schedules, the provisions in the above text shall govern.

IN WITNESS WHEREOF, the Client and the Contractor have executed this Contract in Oakland County, Michigan, as of the date first listed above.

WITNESS AND DATES
OF SIGNATURES:

CITY OF NOVI

Date: _____

By: Robert J. Gatt
Its: Mayor

Date: _____

By: Cortney Hanson
Its: Clerk

WITNESS AND DATES
OF SIGNATURES:

RNA FACILITIES MANAGEMENT

Date: _____

By: Mike Farha
Its: Chief Operating Officer



**CITY OF NOVI
JANITORIAL SERVICES**

**FEE PROPOSAL FORM
(MUST BE SEALED IN A SEPARATE ENVELOPE)**

The undersigned, as proposer, declares that he has visited the building(s) to be cleaned and has familiarized himself with the type of services desired and has carefully examined the specifications and instructions to proposers, which he understands and accepts as sufficient for the purpose, and agrees he will furnish to the City the specified services and will accept in full payment therefore the following amounts:

ITEM #1 – City Hall, 45175 Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 times/week	Month	\$ 2,166.67	\$ 26,000.00
Optional Nightly Cleaning	Saturday	\$ 115.00	NA

ITEM #2 – Community Center/Atrium, 45175 Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 7 times/week	Month	\$ 3,466.67	\$ 41,600.00

ITEM #3 - Novi Police Department, 45125 Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 days/week/2 nd floor, 7 days/week/1 st floor	Month	\$ 3,943.33	\$ 47,320.00

ITEM #4 – Department of Public Works, 26300 Lee BeGole Dr.

Item	Unit	Unit price	Total Cost
Nightly cleaning 5 times/week	Month	\$ 1,050.00	\$ 12,600.00 for 9 months

ITEM #5 – Indoor Gun Range, 26350 Lee BeGole Dr.

Item	Unit	Unit price	Total Annual Cost
2 day/week	Month	\$ 100.00	\$ 1,200.00

7,800/Year

ITEM #6 – Township Hall, 45375 Ten Mile Rd.

Item	Unit	Unit price	Total Annual Cost (6 months)
3 days/week, as specified (May – Oct)	Month	\$ 275.00	\$ 1,650.00

COMMENTS/EXCEPTIONS (all exceptions must be listed):

RNA FM accepts all terms and conditions as stated in this RFP, without exception.

We have included a letter from our bonding company indicating that we are able to obtain a Performance Bond with the specific language & format as specified in the RFP documents.

Yes No

We understand that if we are not able to get the required performance bond after the contract has been awarded, the contract award will be rescinded.

Yes No

We acknowledge receipt of the following Addenda: N/A
(please indicate numbers)

NON-IRAN LINKED BUSINESS

By signing below, I certify and agree on behalf of myself and the company submitting this proposal the following: (1) that I am duly authorized to legally bind the company submitting this proposal; and (2) that the company submitting this proposal is not an "Iran linked business," as that term is defined in Section 2(e) of the Iran Economic Sanctions Act, being Michigan Public Act No. 517 of 2012; and (3) That I and the company submitting this proposal will immediately comply with any further certifications or information submissions requested by the City in this regard.

THIS PROPOSAL SUBMITTED BY:

Company (Legal Registration) RNA FACILITIES MANAGEMENT

Address 717 W ELLSWORTH ROAD

City ANN ARBOR State MI Zip 48108

Telephone 734-260-3395 Fax 877-762-7511

Representative's Name Mike Farha

Representative's Title Chief Operating Officer

Authorized Signature 

E-mail farha@rnafacilitiesmanagement.com

Date September 30, 2019